

BUCYEDUSENGE ORLANDO HOUSTON

Kigali, Rwanda | +250 780 893 634 | orlandohouston3@gmail.com

Nationality: Rwandan | DOB: 20/06/1996 | Marital Status: Single

## **Professional Summary**

Results-driven and detail-oriented IT Technician with 3+ years of hands-on experience in installing, configuring, and supporting computer systems, networks, and software across diverse environments. Skilled in troubleshooting hardware/software issues, maintaining IT infrastructure, and delivering end-user support. Strong knowledge of Windows, Microsoft 365, Active Directory, and remote desktop tools. Committed to continuous improvement and delivering effective IT solutions with excellent communication and interpersonal skills.

## **Core Competencies**

- End-User Technical Support (On-site & Remote)
- Windows 10/11, Windows Server OS
- Hardware & Software Troubleshooting
- Microsoft 365 Admin Center, Teams, Exchange
- Active Directory & User Account Management
- Ticketing Systems: Zendesk, ServiceNow, Freshdesk
- Network Diagnostics & Security Protocols
- Inventory & Asset Management
- System Maintenance & Updates
- Remote Desktop & VPN Tools
- Customer Support & Clear Communication

## **Education**

- University of Kigali (UoK), Advanced Diploma in Business and Information Technology, Second Upper Class Division (2017 - 2021)
- Groupe Scolaire APADE - A2 Diploma (2014 - 2016), MEC + Entrepreneurship
- Petit Séminaire St Léon Kabgayi - O-Level Certificate (2011 - 2013), Philosophy, Latin, Religious Studies

## **Certifications & Technical Skills**

- Familiar with CompTIA A+ / Network+ concepts
- Microsoft Office Specialist (Excel, Word, PowerPoint, Outlook)
- Tools: Microsoft Admin Center, Remote Desktop, OpenClinic HMS
- Platforms: Microsoft 365, SharePoint, Exchange, Teams
- Languages: Fluent in English, Kinyarwanda; Business-level French

## **Work Experience**

Polyclinique du Plateau - IT Manager (Kigali, Rwanda | 2022 - 2025)

- Oversaw IT infrastructure for medical clinic
- Maintained OpenClinic HMS (billing, lab, pharmacy, data)
- Provided technical support & system training
- Monitored systems, ensured data security & backups

Société Alphonse Construction Company Ltd - IT Support Officer (Kigali, Rwanda | 2019 - 2022)

- Provided 1st-line support, installed/configured PCs
- Maintained Excel spreadsheets, supported social media
- Assisted in reports, contract prep, and digital tools

## **Languages**

- Kinyarwanda: Fluent (Reading, Writing, Speaking)
- English: Fluent
- French: Good (Business level)

## **Soft Skills**

- Problem-solving & decision-making
- Strong communication
- Empathy & adaptability
- Time management & independence

**Interests**

Mountain biking - Hiking - Swimming - Exploring new technologies

**Declaration**

I hereby certify that the above information is true and correct to the best of my knowledge.

BUCYEDUSENGE Orlando Houston

Kigali, 13/04/2025